

## 1. Purpose and Scope

- 1.1** This policy is designed to ensure that Melbourne Metropolitan College (MMC) is committed to the process of continually reviewing and improving policies, practices and processes, to ensure compliance with the requirements of the Australian Skills Quality Authority, relevant funding contracts and state and federal legislation
- 1.2** This policy applies to the monitoring of MMC systems and processes to ensure good business practices and the best possible outcomes for our clients/students), industry and the community, in accordance with the requirements of the Standards of Registered Training Organisations and the Guidelines to VET Providers.
- 1.3** In this policy “staff” is defined to include both employees and all contractors providing services on behalf of Melbourne Metropolitan College (MMC).
- 1.4** This Policy should be read in conjunction with the following Melbourne Metropolitan College Policies and Procedures:
- Training and Assessment Strategy
  - Access and Equity
  - Student Support Services
  - Training Package Transition

## 2. Document Support Summary

Standards: 1.1, 1.2, 1.3, 1.4, 2.2 and General

## 3. Policy

- 3.1** Melbourne Metropolitan College (MMC) is committed to progressively and actively seek to identify and eliminate all potential problems and act upon all opportunities in a way that results in the continual improvement of its training and assessment system and customer service standards.
- 3.2** Continuous improvement encompasses all operations including training and assessment services, records management, student services, financial operations, facilities, staff development and occupational health and safety.
- 3.3** A strong commitment to quality systems and continuous improvement is based on adherence to the following guiding principles:
- A commitment by all staff to continuous improvement of operational processes, training and assessment products and services
  - Input and involvement of all staff and students in identifying and assisting in the implementing of quality improvements
  - Systematic use of qualitative and quantitative feedback as the basis for identifying

and prioritising improvement opportunities.

**3.4** Melbourne Metropolitan College (MMC) management and staff will seek to identify opportunities for continuous improvement through:

- Formal and ad hoc feedback from students, staff and stakeholders
- Complaints from student, staff and other stakeholders
- Undertaking a self-assessment audits against the current framework
- Undertaking internal Assessment Validation sessions
- Client feedback and evaluations
- Attending internal and external professional development workshops

## **4. Procedure**

**4.1** Melbourne Metropolitan College (MMC) management, staff, student, industry representatives and external consultants are encouraged to convey Requests for Continuous Improvement to the CEO and/or RTO Manager when:

- specified policies, procedures or service quality has not met expectations or requirements
- a need for improvement to policies, procedures or service delivery is indicated, either during the course of day-to-day operations or as a result of a compliance audit
- an identified concern is systemic or may affect other areas of the organisation
- feedback is received from clients (either written or verbal)

**4.2** The CEO and/or RTO Manager will:

- Acknowledge receipt of the Continuous Improvement request. This may be verbal or written depending on the severity of concern
- Investigate the source of the issue in a timely manner and follow up with corrective action
- Record the outcome and corrective action/improvement on the Continual Improvement Register
- Provide details of the corrective action/improvement to relevant parties to prevent recurrence

**4.3** The CEO and/or RTO Manager will in consultation with the relevant manager:

- Determine a period of monitoring to assess the effectiveness of the improvement(s)
- If the improvement appears to be effective, no further action is required
- In the event that insufficient time has elapsed to judge the effectiveness of the improvement(s) a further period of monitoring will be determined.